Workplace Safety:

Perceptions of Safety in the Workplace -

Results from a Survey of Working People

Yukon
Executive Council Office
Bureau of Statistics

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Results from a survey of working people

produced for:
Yukon Workers' Compensation Health and Safety Board

produced by:
Yukon Bureau of Statistics

September 2003

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TABLE OF CONTENTS

TABLE OF CONTENTS **5**

INTRODUCTION **7**

METHODOLOGY **7**

EXECUTIVE SUMMARY **9**

SURVEY RESULTS **13**

Respondent profile - Survey questions 1 through 10 13

Workplace priorities - Survey questions 11.1 through 11.5 23

Safety at your current or most recent workplace - Survey questions 12 through 15 27

Communication and safety at your current or most recent workplace - Survey questions 16 through 23 33

Question 24 - Additional comments 39

APPENDIX

The survey form 47

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INTRODUCTION

Monitoring and promoting "safety in the workplace" is a key component of the mandate of the Yukon Workers' Compensation Health and Safety Board (YWCHSB). Asking employees for their perceptions of safety in their particular workplace is one method to gather information on this important topic. With this information the YWCHSB will gain a better understanding of employee perceptions, as well as improve their ability to evaluate existing initiatives and design new programs.

Thanks are due to those employees who took the time to respond to the survey.

METHODOLOGY

In the fall of 2002, the YWCHSB's Occupational Health and Safety Branch met with representatives from the Yukon Bureau of Statistics to discuss the possibility of developing and running a survey of employees regarding their perceptions of safety in the workplace. Agreement was reached to proceed and a contract was signed between the YWCHSB and the Bureau.

Further meetings lead to the drafting of a survey form and the outline of a plan to administer a telephone survey of a randomly selected sample of Yukon workers. The survey (please see Appendix) consisted of 24 questions, covering such areas as "workplace priorities", "safety and communication at the employee's current or most recent workplace" and an opportunity for the employee to provide "additional comments".

The randomly selected sample totalled 418. Survey design was based on the use of the telephone to contact respondents, which was done by the Bureau of Statistics through their calling centre by their trained survey staff. Calls were made Monday to Fridays, beginning June 23, 2003, from 9:00 a.m.to 9:00 p.m. and on Saturdays from 10:00 a.m. to 4:00 p.m. Telephoning ended on July 14, 2003.

Completed survey forms were then checked and edited prior to responses being inputted into an electronic database.

A first level, question-by-question analysis of the database led to the production of this report for the YWCHSB.

EXECUTIVE SUMMARY

Who answered the survey - a respondent profile:

- *The majority of respondents (over 8 out of 10) were employed; with a smaller number (about 1.5 out of 10) unemployed.*
- *Almost 2/3's of respondents were employees; with approximately equal numbers (about 17%) being either "management" or "owner/operators".*
- *About 6 out of 10 respondents were female and the balance, 4 out of 10, male.*
- *About 31% of respondents were 15 to 34 years old; 54% were 35 to 54 years old; and 15.3% were 55 and older.*
- *About 11% of respondents worked on their own; 41% worked with between 2 to 10 workers; 17% worked with between 11 to 21 workers; and about 31% worked at a workplace with more than 21 workers.*
- *75% of respondents work in Whitehorse. Watson Lake and Dawson City combined had about 10% of respondents working there.*
- *The largest industry category was "Health Care and Social Assistance" at about 15% of respondents. The smallest category was "Agriculture", at 0.2% of respondents.*
- *Of the 38% of respondents who said they worked for government, almost 2/3's were with the Yukon Government.*
- *Approximately 1 in 5 respondents (21.4%) had jobs in the "Sales and Service" category, which was followed by the "Business, Finance and Administrative Occupations" category (19.5%).*
- *3 out of 4 respondents worked full-time, and just over 4 out of 5 worked year round.*
- *Almost 3 out of 5 (58.6%) of respondents reported having worked 20+ years.*
- *Experience at the most recent workplace is relatively unchanged except for the most experienced category, 21+ years which, at 7.9%, is less than half the other categories.*

Workplace priorities:

- *"A safe workplace" was rated as a higher priority in the workplace than either "Keeping the costs down" or "Maintaining a high level of production" with "Producing a quality product or providing quality service" rated as the top workplace priority. There was little difference between respondent's ratings for "total work experience" and their ratings for "most recent work experience".*

- *"A safe workplace" was rated as a higher priority in the workplace than either "Keeping the costs down" or "Maintaining a high level of production" with "Producing a quality product or providing quality service" rated as the top workplace priority for managers, immediate supervisors and fellow workers. The only change in priority patterns was in "Keeping costs down", which respondents thought both managers and immediate supervisors considered more important than "Maintaining a high level of production".*

Safety in the workplace:

- *4 out of 5 respondents thought safety was both "planned into operating practices" and "built into facilities".*

- *9 out of 10 respondents thought safety was "planned into operating practices" and "built into facilities" either "some" or "a lot".*

- *Just over half of the respondents (55%) said their workplace had safety values, and of those respondents just under 3/4's thought the safety values were up-to-date, well understood and had an important influence on safety.*

- *Just over 4 out of 10 respondents thought that managers were held accountable, either fully or in a general way, for preventing injuries and safety incidents in their area. 2 out of 10 respondents did not know the extent to which managers were accountable.*

- *Half of the respondents (50%) said they had received from "extensive" to "some training" in safety and occupational health in the last 2 years.*

Communication and Safety:

- *Slightly under half of the respondents (46.6%) said safety meetings were held in their workplace. And of those, just over 45% said meetings were held on a monthly basis.*

- *Of those respondents who said there were safety meetings in their workplace, almost 2/3's attended the meetings regularly.*

- *Almost 6 out of 10 respondents rated the quality and effectiveness of the safety meetings at their workplace as either "Excellent" or "Good".*

- *Just over 7 out of 10 (72.2%) of respondents rated the quality of the safety rules at their workplace as either "Excellent", "Good" or "Satisfactory".*

- *Almost 8 out of 10 (79.4%) of respondents rated the extent to which the safety rules in their workplace were obeyed as either "generally obeyed", to "... obeyed without exception".*

- *Just over 1 out of 3 (34.8%) of respondents chose "Don't know" when asked their opinion about how disciplinary action was used in their workplace for infractions of safety rules or practices.*

- *Just over 1 out of 3 (36.7%) of respondents felt that "all injuries and safety incidents in their workplace were investigated, reported and action taken".*
- *About 1 in 4 respondents said that they had taken time off work due to an injury or disability.*
- *Of those repondents who said they had taken time off work due to an injury or disability, just over half (50.9%) had taken off from 1 to 15 days.*
- *Just over 1 in 5 respondents (22.2%) said that they had taken time off work **in the last year** due to an injury or disability.*
- *Of those repondents who said they had taken time off work **in the last year** due to an injury or disability, almost 6 out of 10 (58.4%) had taken off from 1 to 15 days.*
- *4 out of 10 respondents opted to receive a copy of the survey results.*

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Survey results:
Respondent Profile

Survey questions 1 through 10

How the data from the survey is presented ...

The actual question used in the survey and asked of respondents is stated ...

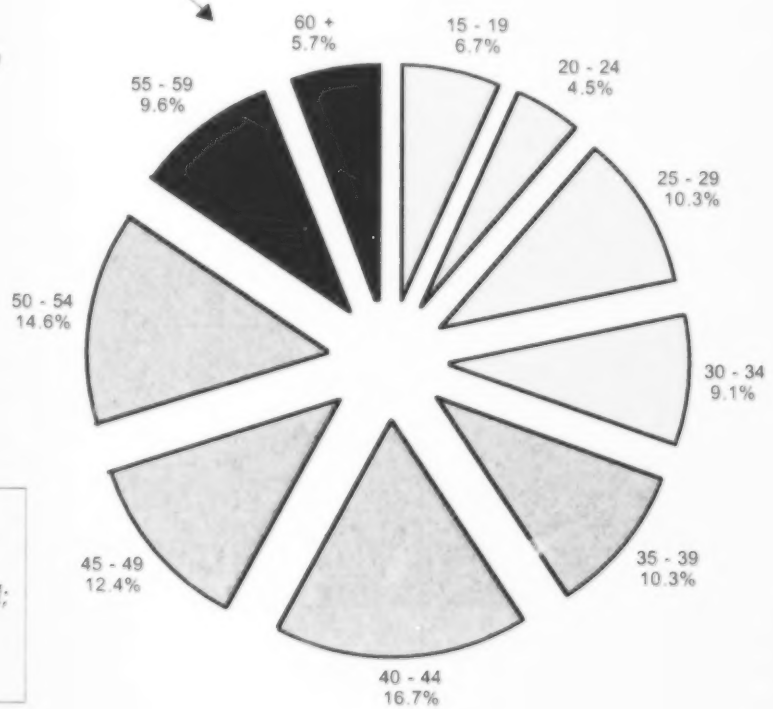
... along with the possible answers to the question.

4. Which of the following is your age category?

- ❒ 15-19
- ❒ 20-24
- ❒ 25-29
- ❒ 30-34
- ❒ 35-39
- ❒ 40-44
- ❒ 45-49
- ❒ 50-54
- ❒ 55-59
- ❒ 60+
- ❒ r

If the respondent refused to answer the question, the surveyor checked "r".

A pie chart displays the breakdown of the answers to the question ...



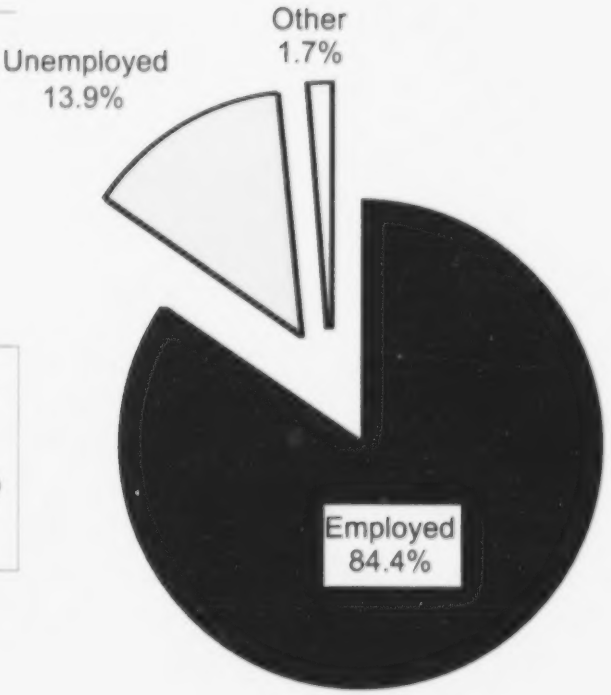
And finally a brief description of the results for the question is printed.

About 31% of respondents were 15 to 34 years old; 54% were 35 to 54 years old; and 15.3% were 55 and older.

1. **Are you presently:**
   - ❒ Employed
   - ❒ Unemployed
   - ❒ Other* *(specify):*_____
   - ❒ r

* *includes such items as: leave, maternity leave, sick leave*

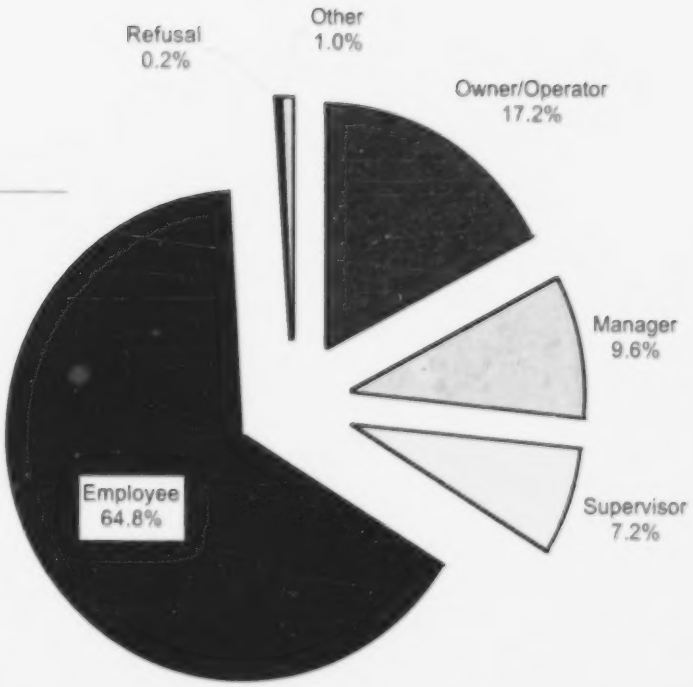
The majority of respondents (over 8 out of 10) were employed; with a smaller number (about 1.5 out of 10) unemployed.



2. **Are you an:**
   - ❒ Owner / Operator
   - ❒ Manager
   - ❒ Supervisor
   - ❒ Employee
   - ❒ Other * *(specify):* _____
   - ❒ r

* *includes such items as: politician, internship and "in training"*

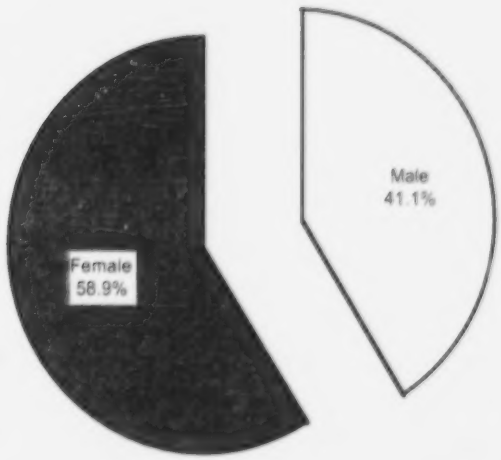
Almost 2/3's of respondents were employees; with approximately equal numbers (about 17%) being either "management" or "owner/operators".



3. Are you:

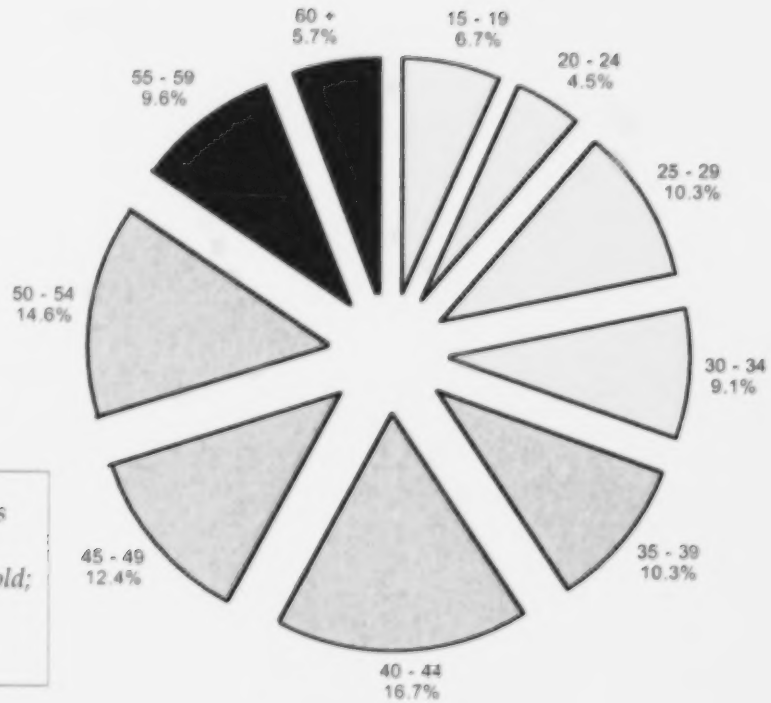
- ❒ Male
- ❒ Female

As the pie chart demonstrates, about 6 out of 10 respondents were female and the balance, 4 out of 10, male.



4. Which of the following is your age category?

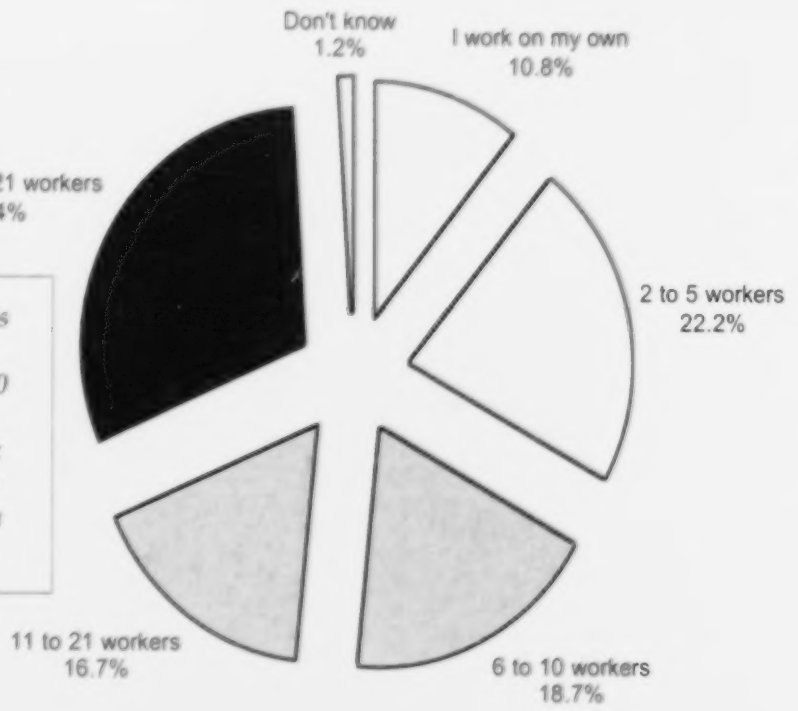
- ❒ 15-19
- ❒ 20-24
- ❒ 25-29
- ❒ 30-34
- ❒ 35-39
- ❒ 40-44
- ❒ 45-49
- ❒ 50-54
- ❒ 55-59
- ❒ 60+
- ❒ r



About 31% of respondents were 15 to 34 years old; 54% were 35 to 54 years old; and 15.3% were 55 and older.

5. How many workers are/were employed at your most recent workplace? *(Only one answer checked)*

- ❒ I work on my own
- ❒ 2 to 5 workers
- ❒ 6 to 10 workers
- ❒ 11 to 21 workers
- ❒ More than 21 workers
- ❒ n/a
- ❒ d/k
- ❒ r



About 11% of respondents work on their own; 41% work with between 2 to 10 workers; 17% work with between 11 to 21 workers; and about 31% work at a workplace with more than 21 workers.

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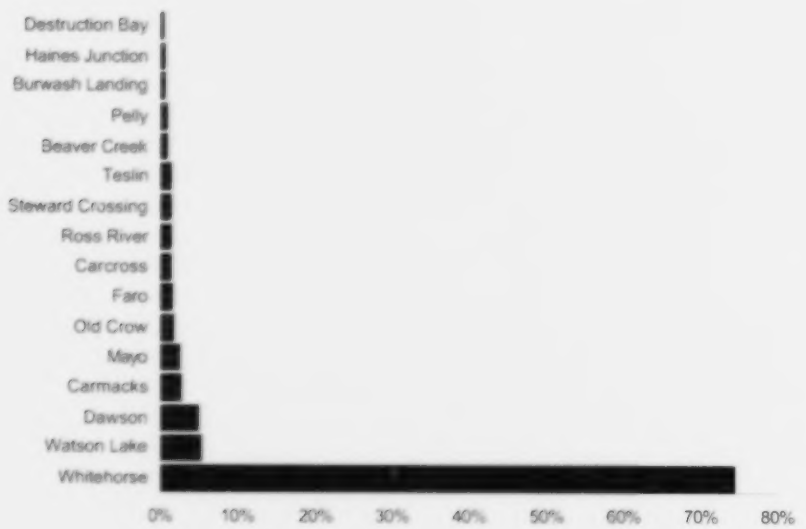
6. In what community is/was your most recent employment based? _____

- ❒ n/a *(not applicable)*
- ❒ r

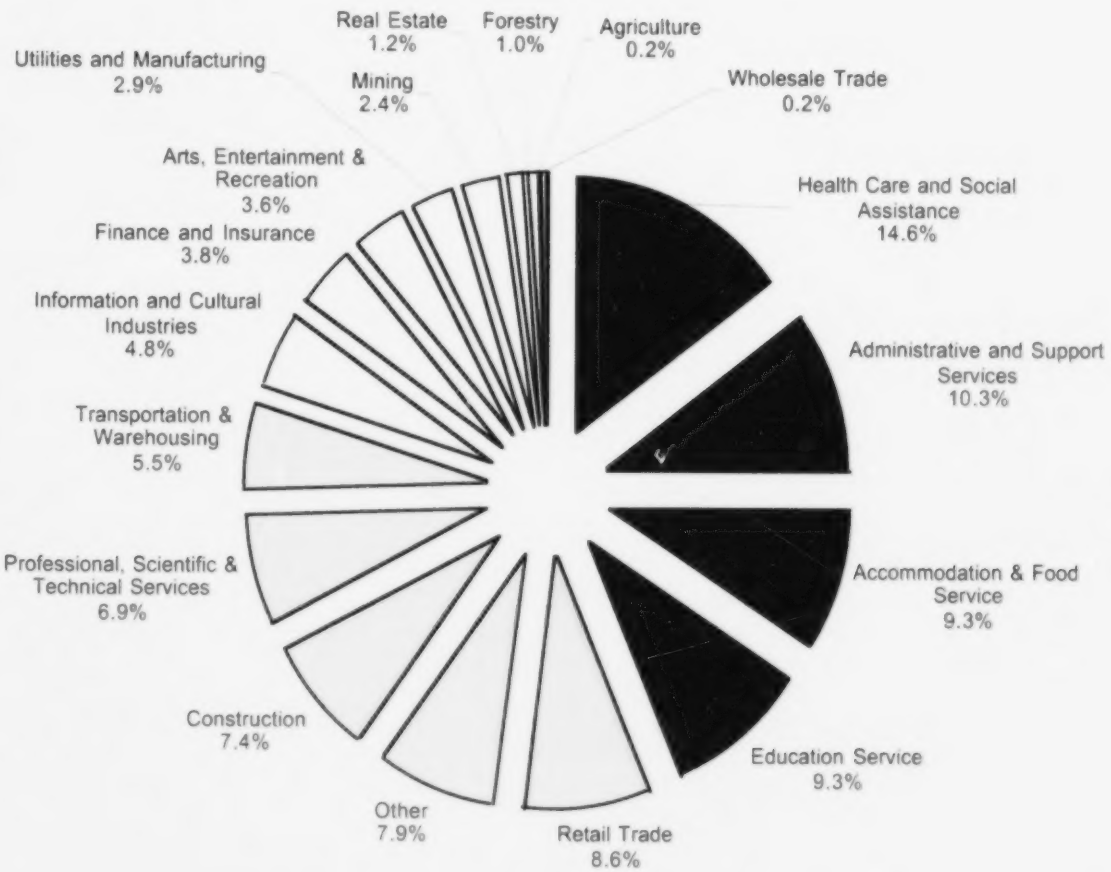
75% of respondents work in Whitehorse. Watson Lake and Dawson City combined had about 10% of respondents working there.



7. In what industry are/were you employed at your most recent workplace? *Check only one category.*

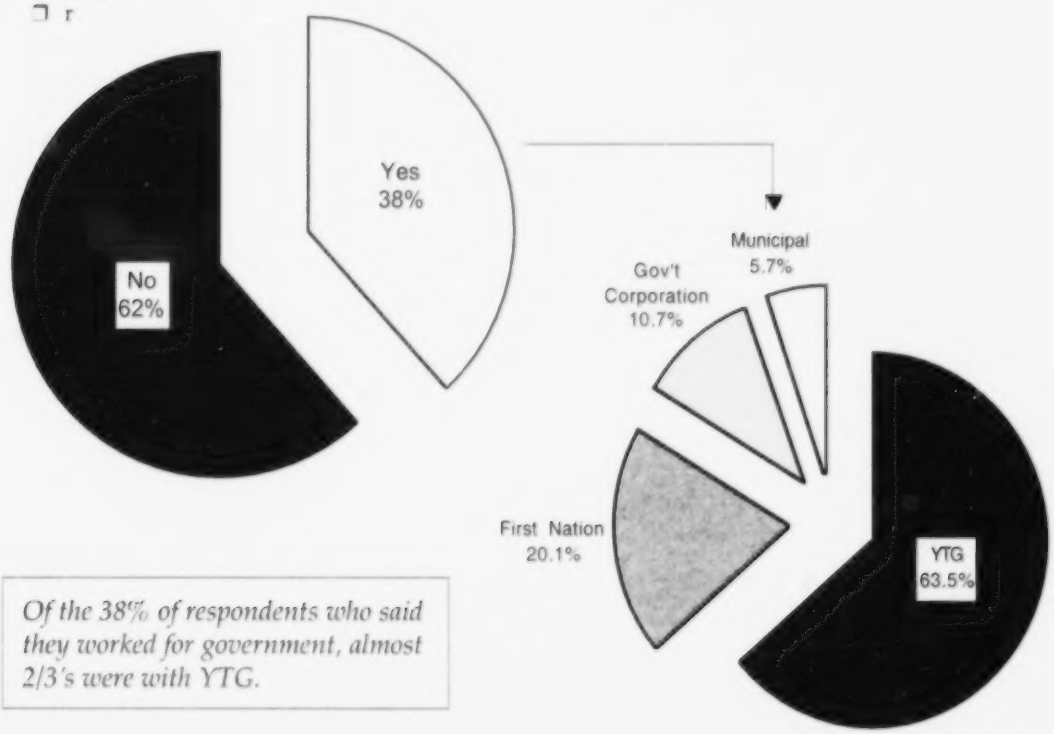
- ❒ Agriculture
- ❒ Real Estate
- ❒ Transportation & Warehousing
- ❒ Finance and Insurance
- ❒ Health Care and Social Assistance
- ❒ Retail Trade
- ❒ Construction
- ❒ Accommodation & Food Services
- ❒ Wholesale Trade
- ❒ Education Services
- ❒ Arts, Entertainment & Recreation
- ❒ Forestry
- ❒ Administrative and Support Services
- ❒ Utilities and Manufacturing
- ❒ Mining
- ❒ Professional, Scientific & Technical Services
- ❒ Information and Cultural Industries
- ❒ Other - *specify:* _____
- ❒ n/a
- ❒ d/k *(don't know)*
- ❒ r

The largest industry category was "Health Care and Social Assistance" at about 15% of respondents. The smallest category was "Agriculture", at 0.2% of respondents.



7.1 Do/did you work for government?

- ❒ yes
  - ❒ YTG ❒ Municipal ❒ First Nation ❒ Gov't. Corporation ❒ d/k ❒ r
- ❒ no
- ❒ n/a *(not applicable)*
- ❒ d/k
- ❒ r

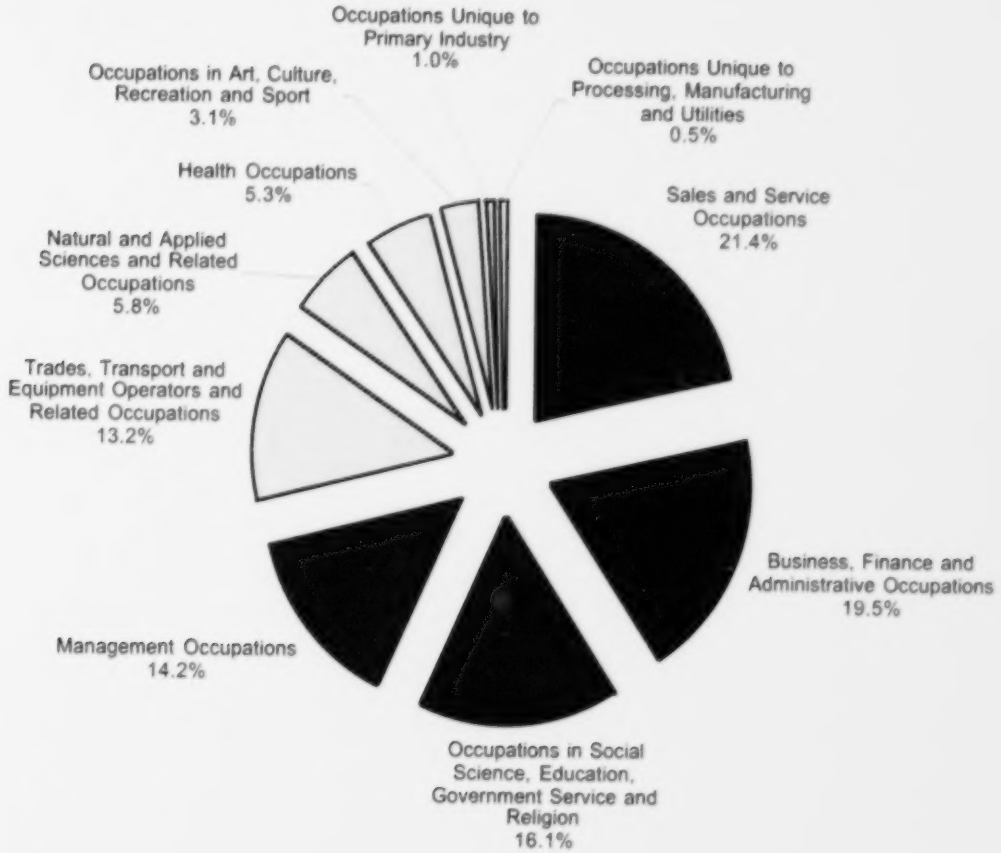


Of the 38% of respondents who said they worked for government, almost 2/3's were with YTG.

8. In your most recent workplace, what is/was your job? _____

❒ d/k

❒ r

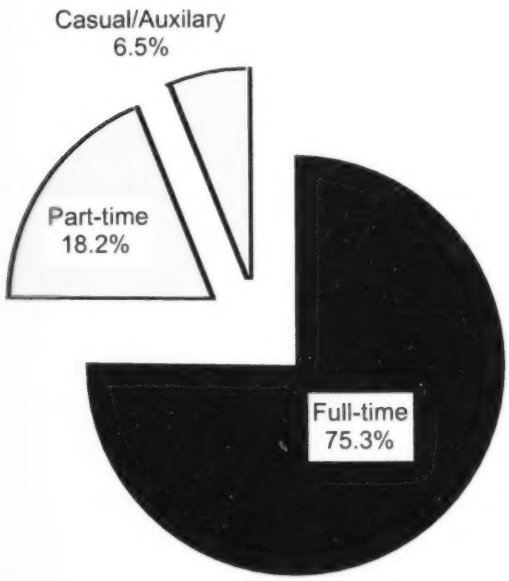

Occupations Unique to Primary Industry 1.0%
Occupations Unique to Processing, Manufacturing and Utilities 0.5%
Occupations in Art, Culture, Recreation and Sport 3.1%
Health Occupations 5.3%
Sales and Service Occupations 21.4%
Natural and Applied Sciences and Related Occupations 5.8%
Trades, Transport and Equipment Operators and Related Occupations 13.2%
Business, Finance and Administrative Occupations 19.5%
Management Occupations 14.2%
Occupations in Social Science, Education, Government Service and Religion 16.1%

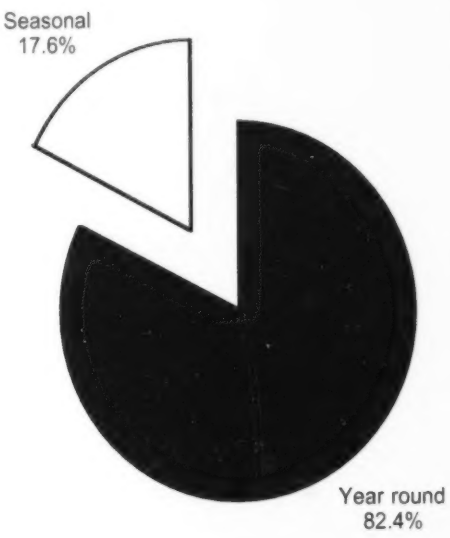
Approximately 1 in 5 respondents (21.4%) had jobs in the "Sales and Service" category, which was followed by the "Business, Finance and Administrative Occupations" category (19.5%).

9. Is/was your most recent work:

9.1 ❒ Full-time ❒ Part-time ❒ Casual/Auxiliary ❒ d/k ❒ r

9.2 ❒ Year round ❒ seasonal ❒ d/k ❒ r





3 out of 4 respondents worked full-time, and just over 4 out of 5 worked year round.

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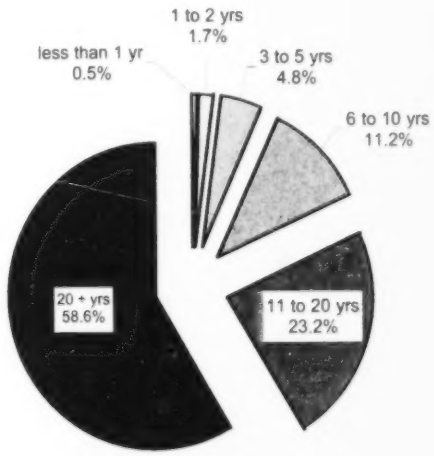
10. In total, how long have you been working?

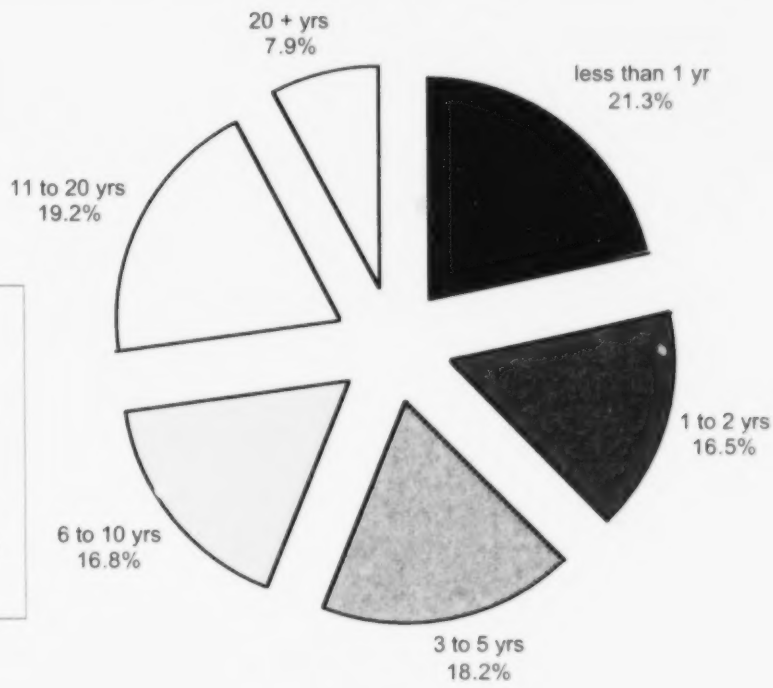
❒ less than 1 yr
❒ 1 to 2 yrs
❒ 3 to 5 yrs
❒ 5 to 10 yrs
❒ 10 to 20 yrs
❒ 20+ yrs
❒ d/k
❒ r



Almost 3 out of 5 (58.6%) of respondents reported having worked 20+ years.

10.1 how long have you been working/did you work at your most recent workplace?

- ❒ less than 1 yr
- ❒ 1 to 2 yrs
- ❒ 3 to 5 yrs
- ❒ 5 to 10 yrs
- ❒ 10 to 20 yrs
- ❒ 20+ yrs
- ❒ d/k
- ❒ r



Experience at the most recent workplace is relatively unchanged except for the most experienced category, 21+ years which, at 7.9%, is less than half the other categories.

Survey results:
Workplace Priorities

Survey questions 11.1 through 11.5

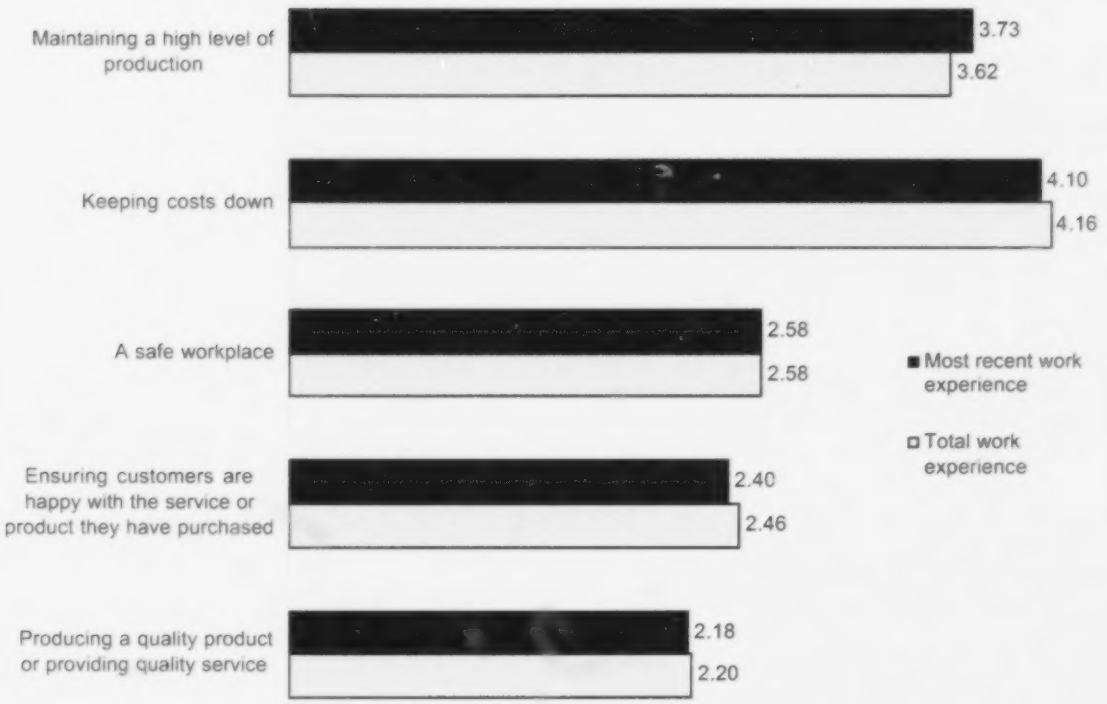
11. **I am going to read a list of 5 possible workplace priorities. I will then ask you to think about your <u>total work experience</u> and tell me generally how important each priority was in the place you worked. I will then ask about your <u>current workplace</u>.**

Using a scale where "1" means "most important" to "5" meaning "least important", please rank how important you think the following priorities have been in:
11.1 your total work experience and then in
11.2 your current or most recent workplace.

- ❒ Producing a quality product or providing quality service
- ❒ Ensuring customers are happy with the service or product they have purchased
- ❒ A safe workplace
- ❒ Keeping costs down
- ❒ Maintaining a high level of production
- ❒ n/a ❒ d/k ❒ r

Total work experience vs. most recent work experience

Lower number = higher importance



"Producing a quality product or providing quality service" rated most important and "Keeping costs down" least important. There was little difference between respondent's ratings for "total work experience" and their ratings for "most recent work experience".

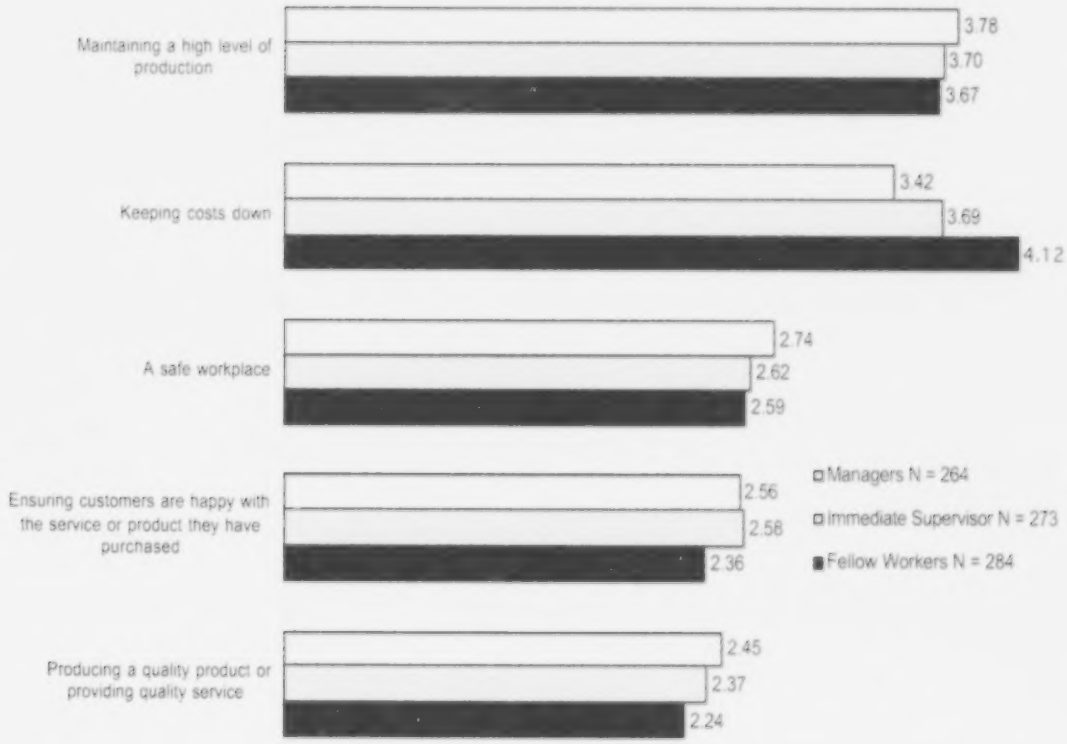
Looking at the same items and rating scale, in your most recent workplace how do you think:

11.3 your fellow workers would rank them/would have ranked them?
11.4 your immediate supervisor would rank them/would have ranked them?
11.5 the management in general would rank them/would have ranked them?

- ❒ Producing a quality product or providing quality service
- ❒ Ensuring customers are happy with the service or product they have purchased
- ❒ A safe workplace
- ❒ Keeping costs down
- ❒ Maintaining a high level of production
- ❒ n/a ❒ d/k ❒ r

Respondent Opinion of How Others View Priorities
Most recent work experience only

Lower number = higher importance



"Producing a quality product or providing quality service" was, in the opinions of respondents, the most important priority for managers, immediate supervisors and fellow workers. The only change in priority patterns was in "Keeping costs down", which respondents thought both managers and immediate supervisors considered more important than "Maintaining a high level of production".

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Survey results:
Safety at your current or most recent workplace

Survey questions 12 through 15

12. In your opinion, at your most recent workplace is/was safety:

12.1 "built in" to the facilities?

❒ no - *skip to question 12.2*

❒ yes ❒ n/a ❒ d/k ❒ r

12.1.1 how well do you think it is/was "built in"? *Check only one answer.*

❒ A lot ❒ Some ❒ A little - mainly added later

❒ none ❒ n/a ❒ d/k ❒ r

12.2 "planned in" to the operating practices?

❒ no - *skip to question 13*

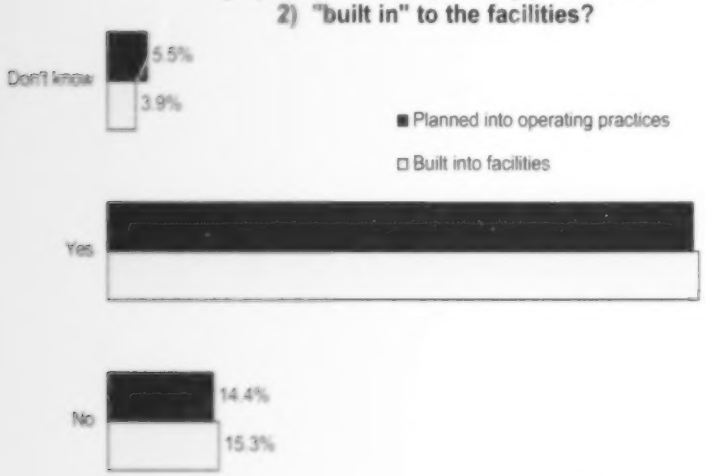
❒ yes ❒ n/a ❒ d/k ❒ r

12.2.1 how well do you think it is/was "planned in"? *Check only one answer.*

❒ A lot ❒ Some ❒ A little - mainly added later

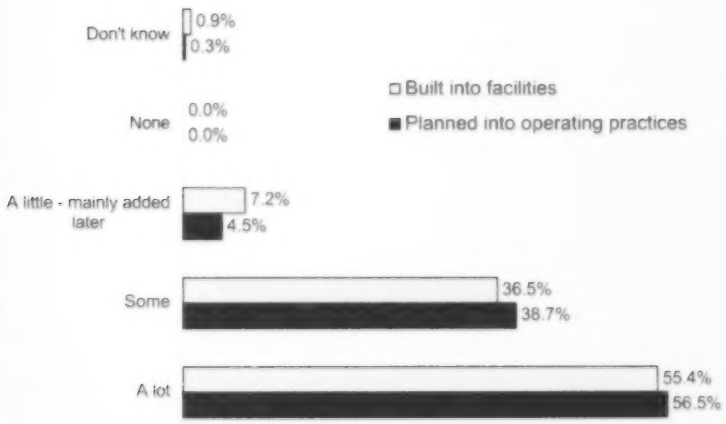
❒ none ❒ n/a ❒ d/k ❒ r

At your most recent workplace was safety:
1) "planned in" to operating practices or
2) "built in" to the facilities?



4 out of 5 respondents thought safety was both "planned into operating practices" and "built into facilities".

Extent to which safety was:



9 out of 10 respondents thought safety was "planned into operating practices" and "built into facilities" either "some" or "a lot".

13. Does/did your workplace have well established, written safety values – sometimes called beliefs and principles? "Written" means readily available in a document, posted on the bulletin board, etc.

Check only one answer.

❒ no

❒ n/a ❒ d/k ❒ r

❒ yes

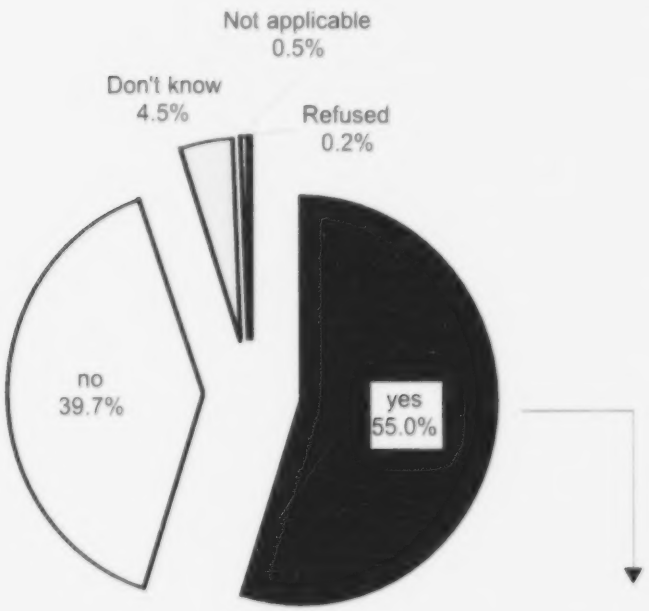
Which of the following statements do you think best describes those values:

❒ We have safety values and they are up-to-date, well understood and have an important influence on safety.

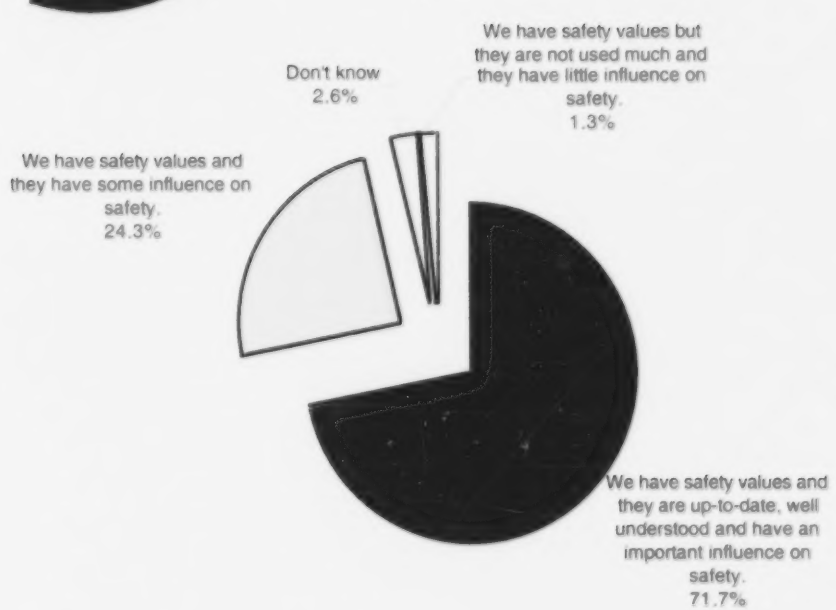
❒ We have safety values and they have some influence on safety.

❒ We have safety values but they are not used much and they have little influence on safety.

❒ n/a ❒ d/k ❒ r



Just over half of the respondents (55%) said their workplace had safety values, and of those respondents just under 3/4's thought the safety values were up-to-date, well understood and had an important influence on safety.

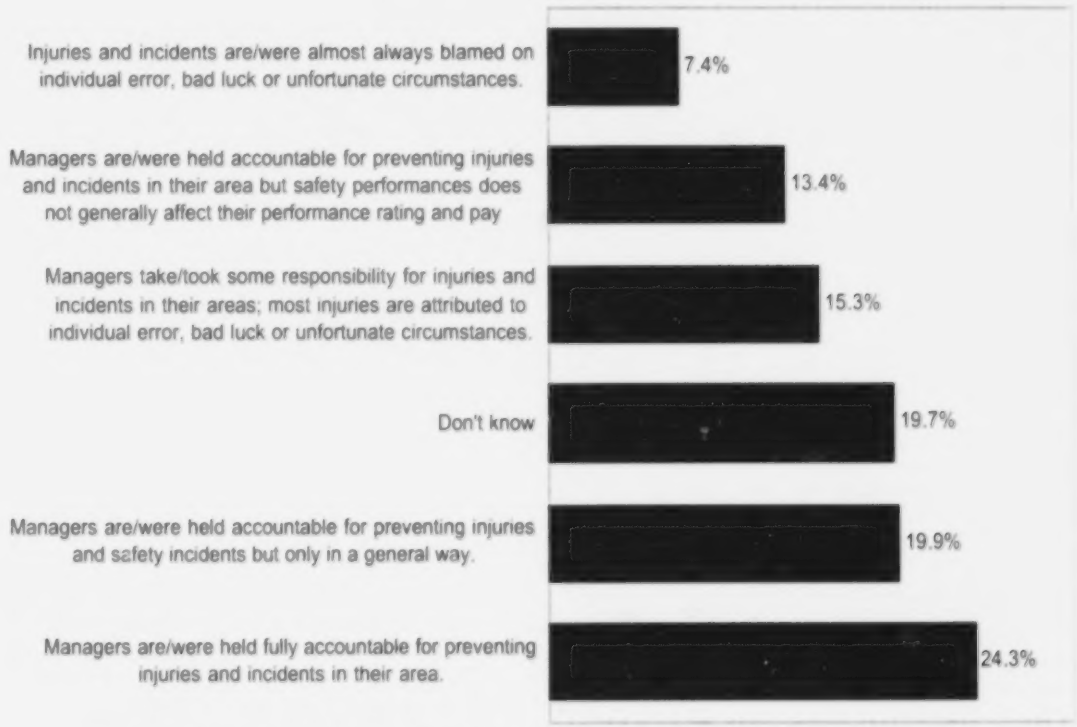

We have safety values but they are not used much and they have little influence on safety.
1.3%
Don't know
2.6%
We have safety values and they have some influence on safety.
24.3%
We have safety values and they are up-to-date, well understood and have an important influence on safety.
71.7%

14. To what extent do you think managers at your most recent workplace are/were held accountable for injuries and safety incidents in their areas. ("Manager" includes such titles as supervisor, foreman, superintendent, team leader, etc.)

In your workplace: *Check only one answer.*

- ❒ Managers are / were held fully accountable for preventing injuries and incidents in their area.
- ❒ Managers are / were held accountable for preventing injuries and incidents in their area but safety performance does not generally affect their performance rating and pay.
- ❒ Managers are / were held accountable for injuries and safety incidents but only in a general way.
- ❒ Managers take / took some responsibility for injuries and incidents in their areas; most injuries are attributed to individual error, bad luck or unfortunate circumstances.
- ❒ Injuries and incidents are / were almost always blamed on individual error, bad luck or unfortunate circumstances.
- ❒ n/a ❒ d/k ❒ r

Extent to which Managers at most recent workplace are held accountable for injuries and safety incidents in their areas *

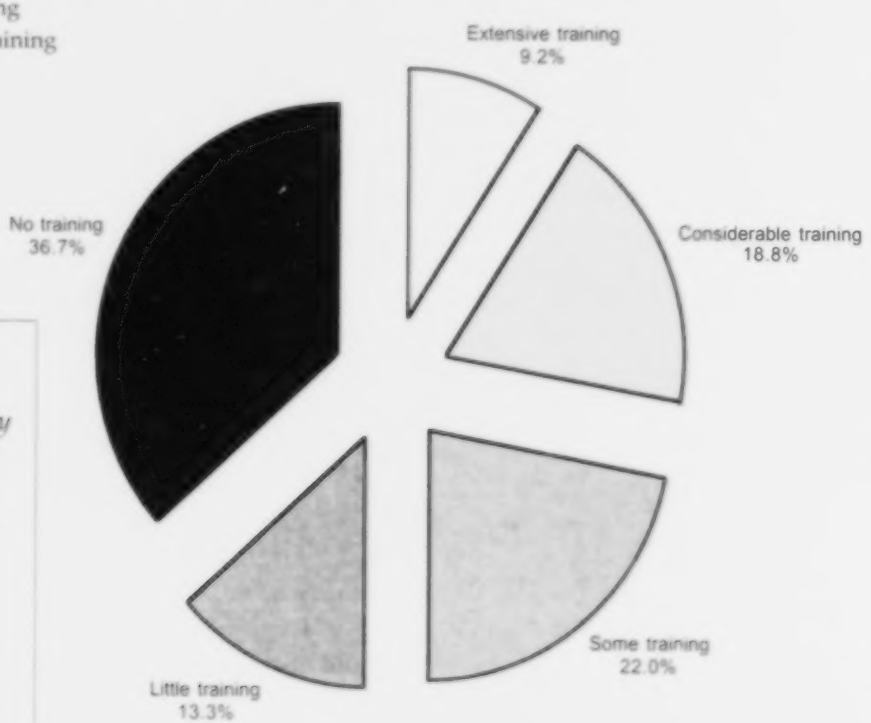

Injuries and incidents are/were almost always blamed on individual error, bad luck or unfortunate circumstances.
7.4%
Managers are/were held accountable for preventing injuries and incidents in their area but safety performances does not generally affect their performance rating and pay
13.4%
Managers take/took some responsibility for injuries and incidents in their areas; most injuries are attributed to individual error, bad luck or unfortunate circumstances.
15.3%
Don't know
19.7%
Managers are/were held accountable for preventing injuries and safety incidents but only in a general way.
19.9%
Managers are/were held fully accountable for preventing injuries and incidents in their area.
24.3%

** The chart shows the % of respondents who choose a particular answer to question 14.*

Just over 4 out of 10 respondents thought that managers were held accountable, either fully or in a general way, for preventing injuries and safety incidents in their area. 2 out of 10 respondents did not know the extent to which managers were accountable.

15. To what extent have you received training in safety and occupational health in the last two years. Training includes both:
1) formal training courses away from the job and
2) organized on-the-job training. *Check only one answer.*

- ❒ Extensive training
- ❒ Considerable training
- ❒ Some training
- ❒ Little training
- ❒ No training
- ❒ n/a
- ❒ d/k
- ❒ r



Half of the respondents (50%) said they had received from "extensive" to "some training" in safety and occupational health in the last 2 years.

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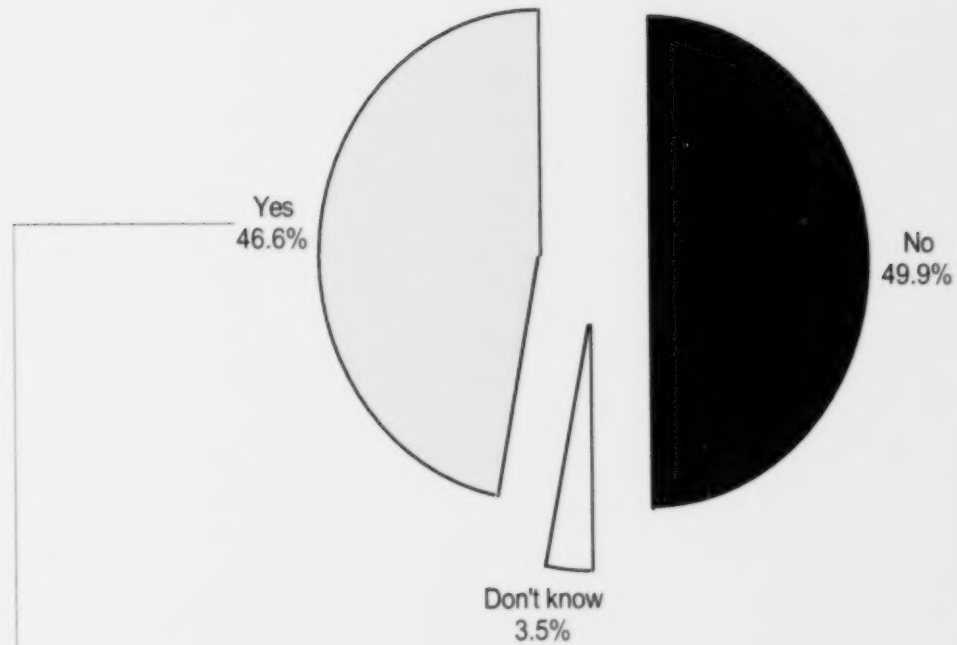
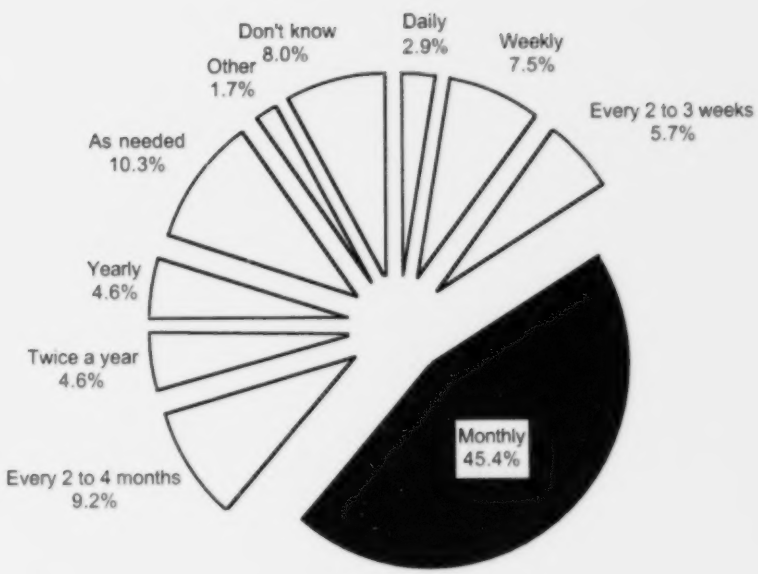
Survey results: *Communication and Safety at your current or most recent workplace*

Survey questions 16 through 24

16. Are/were safety meetings held in your workplace?

- ❒ no - *skip to question 19*
- ❒ don't know - *skip to question 19*
- ❒ yes
  - How often? _____
    - ❒ d/k ❒ r



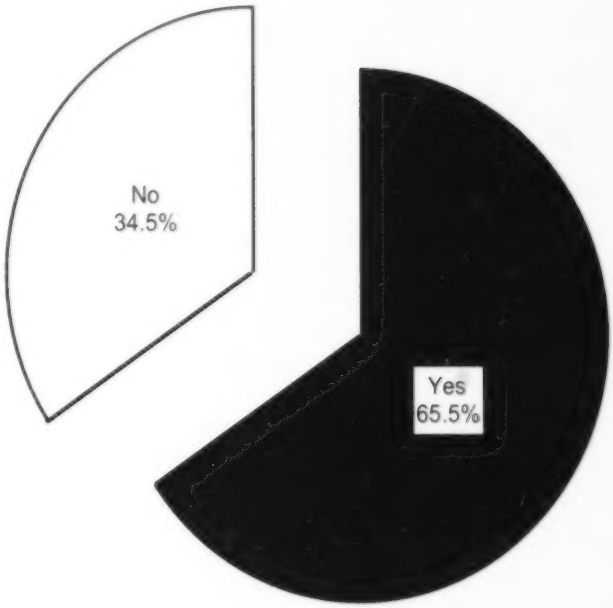


Slightly under half of the respondents (46.6%) said safety meetings were held in their workplace. And of those, just over 45% said meetings were held on a monthly basis.

17. Do/did you attend the safety meetings regularly?

- ❒ yes
- ❒ no
- ❒ d/k
- ❒ r

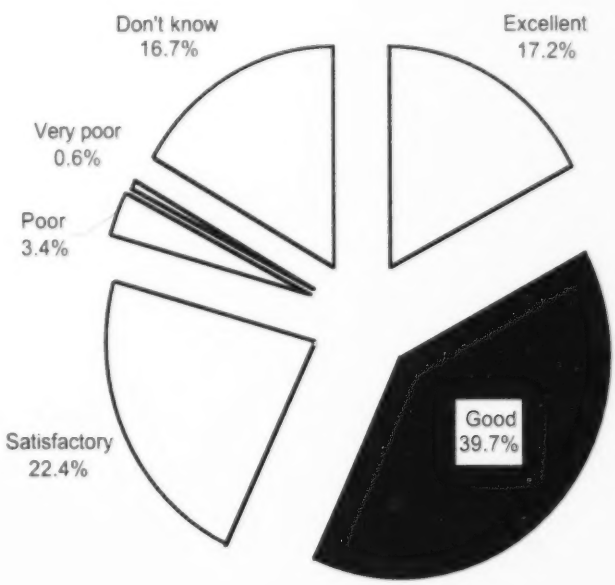
Of those respondents who said there were safety meetings in their workplace, almost 2/3's attended the meetings regularly.



18. How do/did you rate the quality and effectiveness of the safety meetings? Please consider 1) how well attended they are/were, 2) the content of the meetings and 3) the extent of involvement of people in developing and conducting them.

- ❒ Excellent
- ❒ Good
- ❒ Satisfactory
- ❒ Poor
- ❒ Very poor
- ❒ d/k
- ❒ r

Almost 6 out of 10 respondents rated the quality and effectiveness of the safety meetings at their workplace as either "Excellent" or "Good".

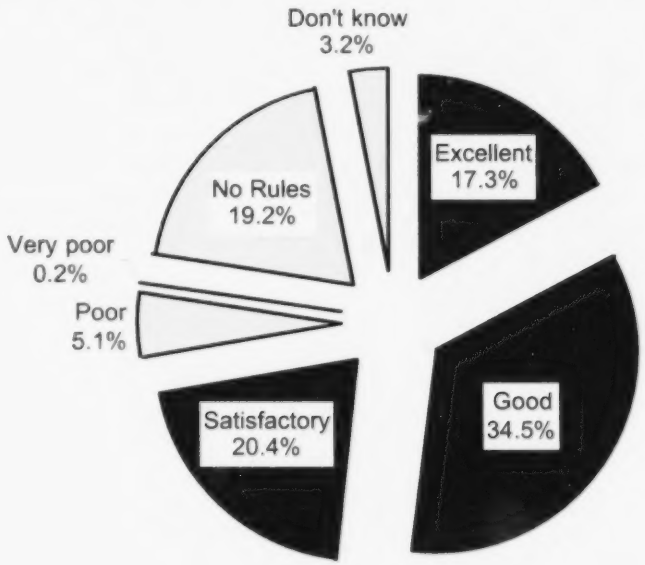


19. Please consider the quality of the safety rules in your workplace. High quality rules are up-to-date and clearly written. They are well understood by those doing the work and help them to do the job well and safely.

The quality of your safety rules is/was: *Check only one answer.*

- ❒ Excellent
- ❒ Good
- ❒ Satisfactory
- ❒ Poor
- ❒ Very poor
- ❒ n/a - *skip to question 22.1*
- ❒ d/k
- ❒ r

Just over 7 out of 10 (72.2%) of respondents rated the quality of the safety rules at their workplace as either "Excellent", "Good" or "Satisfactory".



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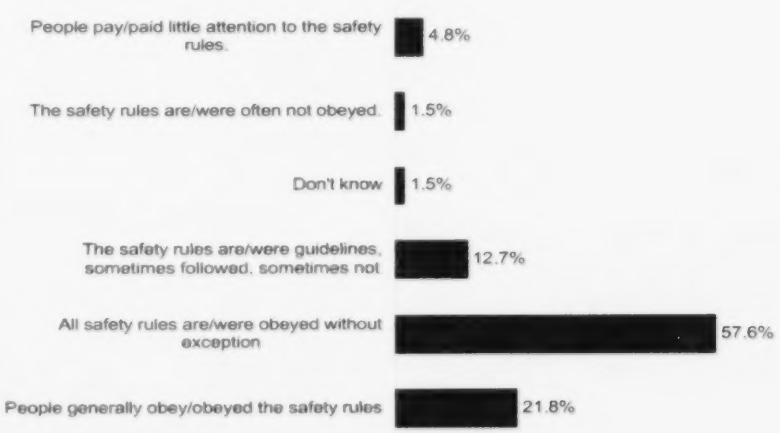
20. To what extent are/were the safety rules of your workplace obeyed? *Check only one answer.*

- ❒ All safety rules are/were obeyed without exception.
- ❒ People generally obey/obeyed the safety rules.
- ❒ The safety rules are/were guidelines, sometimes followed, sometimes not.
- ❒ The safety rules are/were often not obeyed.
- ❒ People pay/paid little attention to the safety rules.
- ❒ n/a
- ❒ d/k
- ❒ r

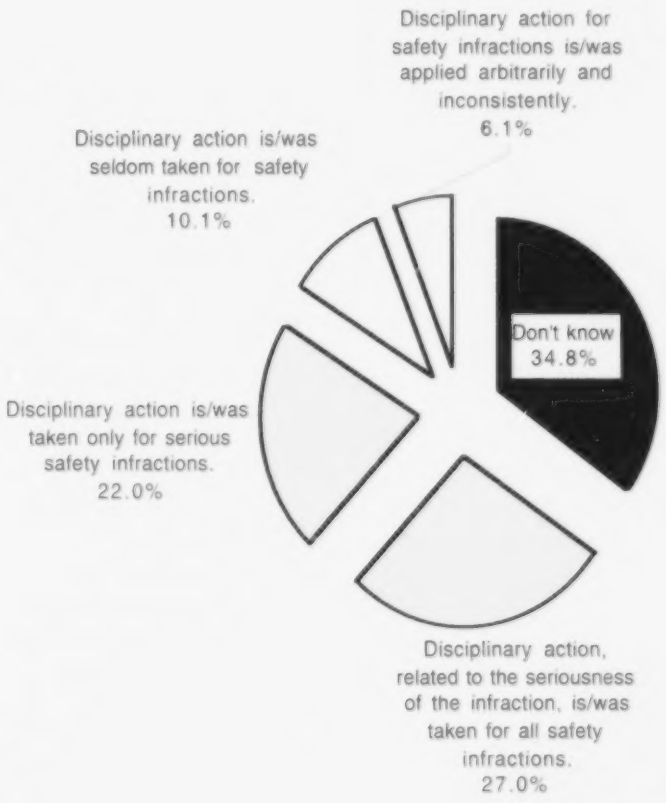
Almost 8 out of 10 (79.4%) of respondents rated the extent to which the safety rules in their workplace were obeyed as either "generally obeyed", to "... obeyed without exception".



21. In your opinion how is/was disciplinary action used in your workplace for infractions to safety rules or practices. "Infraction" means breaking a safety rule or not following a standard practice. Disciplinary action refers to the range of actions, from a cautionary conversation or warning through to more severe action such as termination. *Check only one answer.*

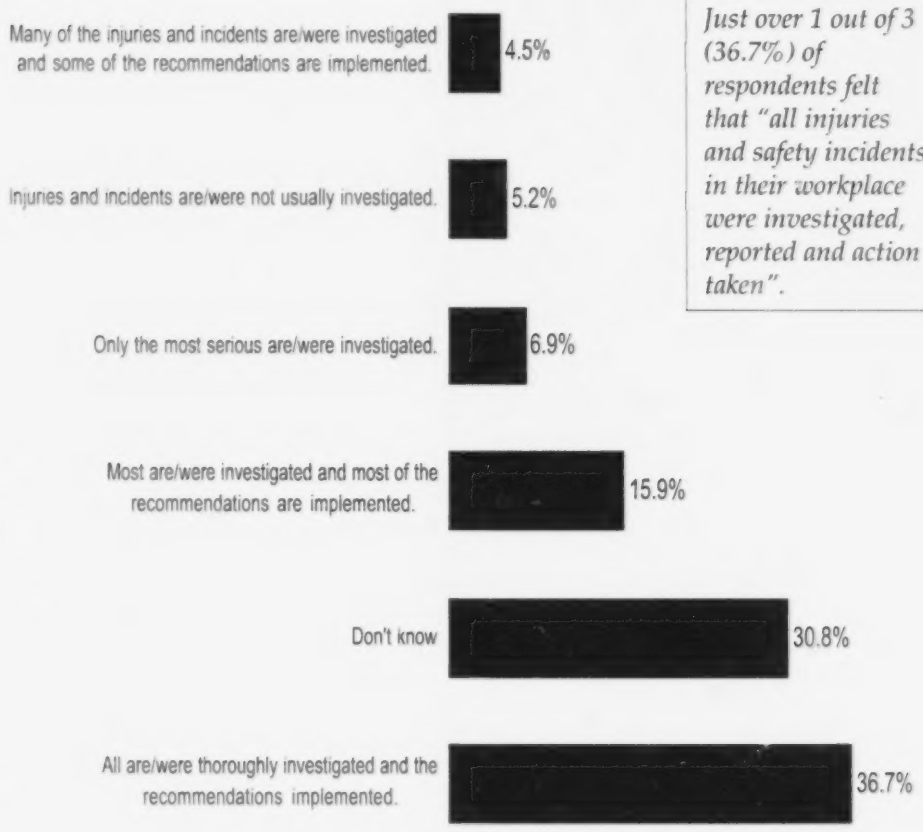
- ❒ Disciplinary action, related to the seriousness of the infraction, is/was taken for all safety infractions.
- ❒ Disciplinary action is/was taken only for serious safety infractions.
- ❒ Disciplinary action for safety infractions is/was applied arbitrarily and inconsistently.
- ❒ Disciplinary action is/was seldom taken for safety infractions.
- ❒ n/a
- ❒ d/k
- ❒ r

Just over 1 out of 3 (34.8%) of respondents chose "Don't know" when asked their opinion about how disciplinary action was used in their workplace for infractions of safety rules or practices.


Disciplinary action for safety infractions is/was applied arbitrarily and inconsistently. 6.1%
Disciplinary action is/was seldom taken for safety infractions. 10.1%
Don't know 34.8%
Disciplinary action is/was taken only for serious safety infractions. 22.0%
Disciplinary action, related to the seriousness of the infraction, is/was taken for all safety infractions. 27.0%

22. To what extent are/were injuries, safety incidents (near misses and the like) in your workplace investigated, reported and action taken? *Check only one answer.*

- ❒ All are / were thoroughly investigated and the recommendations implemented.
- ❒ Most are / were investigated and most of the recommendations are implemented.
- ❒ Many of the injuries and incidents are / were investigated and some of the recommendations are implemented.
- ❒ Only the most serious are / were investigated.
- ❒ Injuries and incidents are / were not usually investigated.
- ❒ n / a
- ❒ d / k
- ❒ r

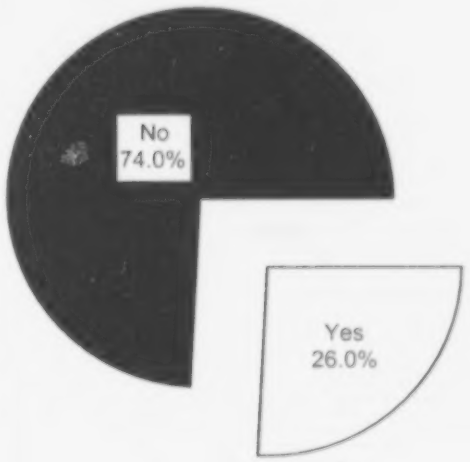

Many of the injuries and incidents are/were investigated and some of the recommendations are implemented.
4.5%
Injuries and incidents are/were not usually investigated.
5.2%
Only the most serious are/were investigated.
6.9%
Most are/were investigated and most of the recommendations are implemented.
15.9%
Don't know
30.8%
All are/were thoroughly investigated and the recommendations implemented.
36.7%

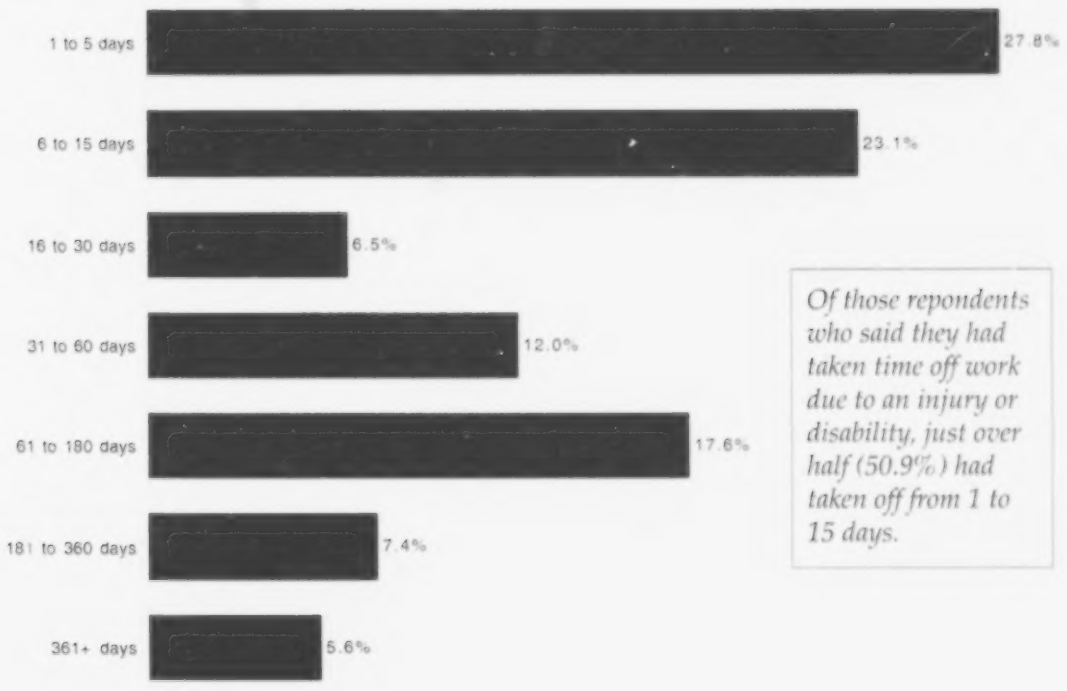
Just over 1 out of 3 (36.7%) of respondents felt that "all injuries and safety incidents in their workplace were investigated, reported and action taken".

22.1 Have you ever taken time off work due to an injury or disability?

- ❒ yes
  - how much time did you take off?
    - days
    - months
    - ❒ d/k
    - ❒ r
- ❒ no - *skip to question 23*
- ❒ n/a
- ❒ d/k
- ❒ r

About 1 in 4 respondents said that they had taken time off work due to an injury or disability.





Of those repondents who said they had taken time off work due to an injury or disability, just over half (50.9%) had taken off from 1 to 15 days.

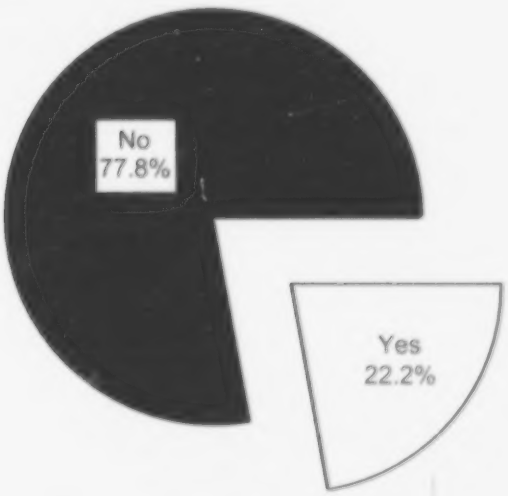
22.2 In the past year, have you taken time off work due to an injury or disability?

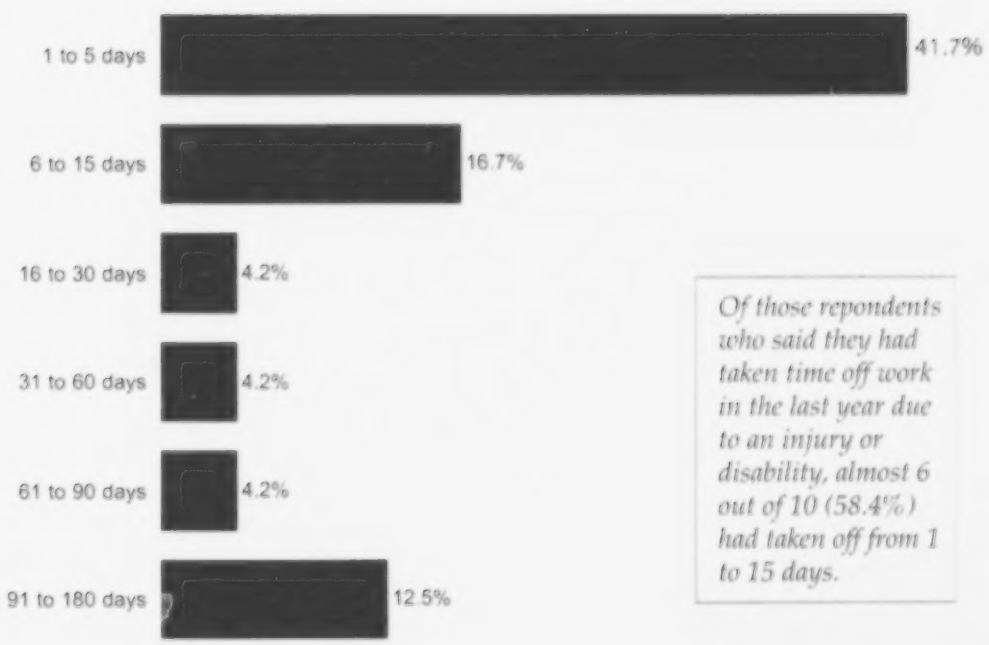
❒ yes
└ how much time did you take off?
❒ same as above or

days ☐☐☐ months ☐☐ ❒ d/k ❒ r

❒ no
❒ n/a
❒ d/k
❒ r

Just over 1 in 5 respondents (22.2%) said that they had taken time off work in the last year due to an injury or disability.





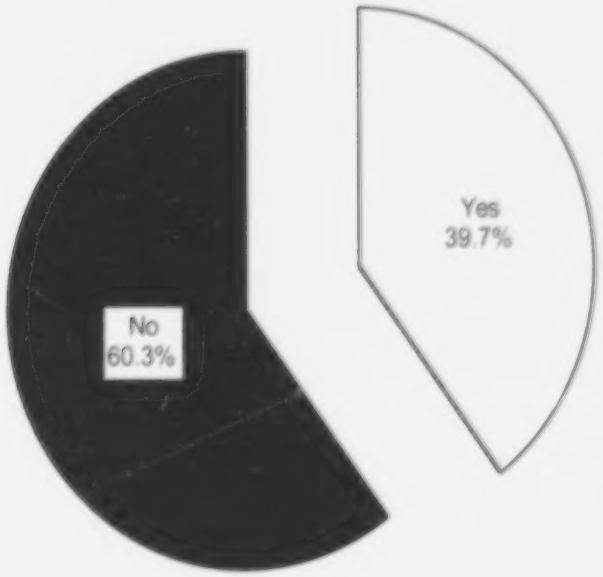
Of those repondents who said they had taken time off work in the last year due to an injury or disability, almost 6 out of 10 (58.4%) had taken off from 1 to 15 days.

23. Thank you for your cooperation in completing this survey. Would you like to receive a copy of the survey results?

❒ yes - what is your mailing address? _____

❒ no

4 out of 10 respondents opted to receive a copy of the survey results.



24. Do you have any additional comments about safety in the workplace?

❒ yes

❒ no

Following is a listing of comments received - reference to 1) individuals, with the exception of public figures such as politicians, or 2) individual businesses has been removed to preserve confidentiality.

- Air quality is the only issue in an office environment as well as the water supply that the employees consume. Not any other safety concerns really.
- Depends on the line of work, some jobs don't require any safety rules and more high risk jobs should have safety rules that fit them. For example logging is a high risk but janitorial is low risk, common sense should be used.
- Employees need to be continually hounded to use safety equipment ie. Safety boots, glasses, hard hats. They (employees) couldn't care less about safety.
- Employees safety concerns should be taken more seriously than they currently are. Training in accident prevention and safety are the key to a safe work place.
- Even if safety isn't an issue at a workplace there should still be safety training, for example, all employees should know where the fire exits are and the procedure for exiting the building, where first aid kits are located. There should be someone on staff trained in first-aid. New staff members should be given a safety orientation.

- Everyone should have a safety plan.
- For the future, I hope the band provides safety guidelines for employees.
- From what I've seen being employed by YTG, safety ranks low. From the environment to the tools, there is little safety. Basically 'we just make the rules, we don't live by them.' seems to be the motto for YTG.
- Has a concern about people paying attention to signs on highway warning of workers working on the highway. It is very frightening working on the highway and having people speed by.
- He feels that contractors get away with more safety infractions than they do although there are more inspectors out now enforcing safety vests, helmets etc.
- He is happy with the safety values and safety concerns at his work place and feels his co-workers are happy as well.
- I don't know how to even start with safety rules at the XXXX Office.
- I feel the hospital needs better security. Because visiting hours are now basically 24/7, you get all kinds of people roaming around.
- I put a high value on safety myself but I know that in my workplace there are many who are much more lax about safety.
- I think experience goes a long way towards safety prevention.
- I think I have received great training in safety at both the jobs I've had. In the food service there were videos and talks and at the raft trips I've been taught about water safety very thoroughly.
- I think indoor air quality could be dealt with a lot better in the workplace.
- I think more training provided by the compensation board would be good. They may now have more training. I would have to look into it.
- I think people should use common sense. Just think before they do things.
- I think safety in the workplace is a 50/50 deal. Both employee and employer should share responsibility in making sure safety is addressed and properly monitored.
- I think that Worker's Compensation should check out most restaurant and bar establishments. The flooring is not level, they stack cases too high and the delivery people put stuff in the wrong places, so weaker people have to move it after they leave.
- I think the emphasis is put on the wrong things. There are not enough inspections WCB needs to be more of a visible presence in the workplace. Also WCB does not do nearly enough to assist those workers who are already injured to get back into the workplace
- I think the Yukon is pretty well taken care of when it comes to safety.
- I used to live in B.C. and it seems to me that the Yukon is behind in the pro-active action. Signage etc. needs to be more prevalent in the workplace.
- I was pleased to hear that Workers Compensation Board was providing some training for implementing Safety Regulations.

- Q11.2-11.5 The N/A she felt that these could not be answered and not applicable because they don't have a product and te customers d"
- I work with people mainly in their homes where I have little control over most safety aspects.
- I would like to see offices having more safety aspects to them, up to date lighting and a fire extinguisher hung up.
- I would like to see WCB taking a bigger role in preventing office related injuries such as carpal tunnel etc. They need to be more proactive in providing courses and seminars.
- In my experience, working in the mining industry in the Yukon, safety inspections were not adequate. Inspections need to be done to a higher standard and with greater frequency.
- In my last job safety was not an issue. However, the job I had before that there were a great deal of safety rules and training provided by the management.
- In respect to Field Camps (a study group or clean up group set up camp) the overall issue is that they're not inspected by Workers Compensation Board because of the remoteness. If the focus could be shifted from Whitehorse where it's accessible. Nobody checks out where it is unsafe, in the remote areas. There's a lack of use of the buddy system, lack of communication, people head out by themselves with no radios and lack of people with safety training.
- In the industry I work in, safety is very, very good. People make mistakes in the workplace because they are uninformed of the proper techniques or are not paying attention to the job at hand.
- Injury is one thing, but there is a general in consideration of the employers to the general well-being of employees well being. They should be more accountable for the general physical well being of the employees.
- It would be good to have First aid training free of charge especially directed at remote work places and have it available at various venues. It is very important to have people that are trained especially in out of way places.
- It's a typical government office, no one does anything until someone gets hurt.
- It's extremely important, an injured or dead employee is of no value to anyone. Safety is a primary concern.
- It's not my prime priority to have safety. My job is to make a profit. At the same time safety is a must, without it we wouldn't even be in business.
- My workplace could use more written safety rules posted.
- Needs to be considerable consideration given to the different safety issues between our offices in the communities compared to the one in Whitehorse. The community offices ie. XXXX have a far higher safety risk level.
- No safety rules, works out of home.
- Not enough people checking on jobs and doing inspections and follow-ups with regards to job safety and he feels there should be more drive by inspections so the employers and employees know they are nearby.
- Road construction is the least safe in so far as equipment maintenance. Safety training etc. goes. I feel the mining industry is much more safety conscientious.
- Safety begins with me! (Quote from XXXX Mill)
- Safety doesn't seem to be an issue for an office environment.

- Safety in the workplace for Youth is really important. Lots of kids start off in fast food and they're not fully aware of all the dangers associated with that.

- Safety in the workplace is only as good as the money behind it, and only to the degree that they (hospital) can be held accountable. Safety of the nurses is not taken seriously and is only looked at if a lot of noise (complaining) is done by nurses.

- Safety is an important issue. Youth require more instructions on safety practices. And also need to be told how to stand up for themselves when they feel they are either working in unsafe conditions or using unsafe equipment.

- Safety is extremely important and people should take the time to properly address any safety issues they might have.

- Safety is not really practiced here in the Yukon. Since there are no jobs, people won't stand up for their rights for fear of losing their job.

- Safety is only as good as the supervisor makes it.

- Safety is the most important part of a job. Period.

- Safety is very important in the workplace especially in industrial areas.
- Safety procedures build staff and clients confidence.

- Safety rules in the workplace are used more as a "cover your ass" approach than anything else. We have mandatory safety meetings, that last about 5 minute

- Safety rules should be clear and posted and include pictures as to the correct procedures that relate to safety with regards to the job. It would also be a good idea to offer workshops on safety practices that are applicable to the job you are doing.

- Safety should be for patrons as well as employees and they should be accountable for their actions as well as employees.

- She feels she works in a pretty safe place.

- She feels that a plan of action is always taken if there are any safety concerns and that those in charge would offer some course or support in that area.

- She feels that it is unfortunate that more priority is not put on any first aid or CPR training for teachers and Department of Education employees. There is no one with those certifications at her school. She feels the Department of Education should ensure people are given an opportunity to get this important certification and also finance it for them an make it available for them. It is also a concern that the students can not make outdoor education trips without a wilderness first-aid certificate, yet they do not provide this training this for the teachers.

- She is concerned about youth workers in the work force today and wondering if they are adequately trained and informed of safety issues. She is happy that we are concerned as well and doing a survey about safety issues and concerns. She hopes that employers are training their seasonal workers in an adequate way to prevent injuries to themselves and others.

- She mentioned how important safety is in the workplace and knows that surveys are very important in finding out statistics and thoughts about safety in the workplace.

- She said where she works safety is not really a big concern since it is in an office and there are not very many hazards or dangerous activities going on.

- Small businesses organize themselves and big businesses need rules because people cannot always think for themselves, so they therefore need rules for safety issues.

- Some of the rules are ludicrous. We sometimes are asked to wear too much safety equipment required for the nature of the job. Rules should be appropriate to the type of work being performed.

- The air quality is an on-going issue but other than knocking the school down we're doing the best we can.

- The Government should do a serious simulation of an air crash once a year which includes: RCMP, nursing station, airport and all people in Mayo who are involved in flying; on floats and wheels. There is a lot of air traffic, especially in the summer and they should have a collective idea on safety and procedures if an incident should occur.

- The only time the rules aren't followed is when people don't understand them, they're not "breaking" the rules. Even though the safety rules are posted, they are not clear and there is a lot of gray area that causes confusion and conflict.

- The type of work I do doesn't have a lot of safety issues.

- The WCB has NEVER done a site check. I've never seen one at all.

- The WCB has regulations as to the number of fire fighters that need to be at a scene at a time and we just don't have enough people. The city doesn't want to hire more people and we don't have enough volunteers. So, the WCB could do on-site inspections, but they need to get on the city about the need for fighters.

- The WCB is commonly referred to as the Gestapo of the North. There should be common sense applied to safety rules, half the time the WCB gets carried away with the safety rules and regulations. The regulations should be more user friendly, WCB tends to think of themselves as God.

- There is plenty of training given at my workplace. For the new workers that want to operate the forklift they are shown a video then take a test if they don't pass the test they don't operate the forklift.

- There should be exit signs at the store. There should be have signage saying wet floors. They should clear the snow and salt in winter. There should be a safety plan incase of fire. Someone should check that these things are done.

- There should be more people coming in to give courses on job safety. Considerations should be given to single workers. There should be someone to contact at all times if an incident occurs.

- They are self-contained in case of emergencies and do not have to rely on any outside help for safety issues.

- They couldn't have better or more safety in place than they currently do at the Hospital or Copper Ridge, it is absolutely fantastic.

- They need to have more safety training and awareness. They need to make sure safety rules are followed.

- They would like to stay informed of safety issues and concerns so it would enable them to keep safety issues current at all times.

- Too much casual attitude about safety in the workplace by the employees. A lot of sloppiness regarding work place safety by the workers and the government has cracked down and is implementing stricter rules for employee safety and making them take precautions when it comes to their personal health and safety.

- Ultra fine particles in the workplace have been attributed to severe breathing difficulties, resulting in lung damage. These levels can now be measured. There is currently nothing in workplace code that is effective in dealing with it. Lets get something in place now. Many people end up with permanent disabilities because of this.

- Underground mines were not that safe many years ago, but that has probably changed.
- Very often there are not safety courses offered when I can go to them, because I'm working.
- WCB should enforce safety rules in the workplace and they should make businesses that are not up to par comply with the regulations on a regular basis. They should do more inspections on equipment in businesses that have a lot of impact on workers safety and do them often.
- When people are coming up with safety rules, they don't generally look at the type of people we are dealing with.

Appendix:
The survey form

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Workplace Safety

Perceptions of Safety in the Workplace - A Survey of Working People

1. **Are you presently:** ❒ Employed ❒ Unemployed ❒ Other *(specify):* _____ ❒ r

2. **Are you an:** ❒ Owner/Operator ❒ Manager ❒ Supervisor ❒ Employee ❒ Other *(specify):* ❒ r

3. **Are you:** ❒ Male ❒ Female

4. **Which of the following is your age category?** ❒ 15-19 ❒ 20-24 ❒ 25-29 ❒ 30-34 ❒ 35-39
   ❒ 40-44 ❒ 45-49 ❒ 50-54 ❒ 55-59 ❒ 60+ ❒ r

5. **How many workers are/were employed at your most recent workplace?** *Check only one answer.*
   ❒ I work on my own ❒ 2 to 5 workers ❒ 6 to 10 workers ❒ 11 to 21 workers ❒ More than 21 workers
   ❒ n/a ❒ d/k ❒ r

6. **In what community is/was your most recent employment based?** _____ ❒ n/a ❒ r

7. **In what industry are/were you employed at your most recent workplace?** *Check only one category.*
   ❒ Agriculture ❒ Real Estate ❒ Transportation & Warehousing
   ❒ Finance and Insurance ❒ Health Care and Social Assistance ❒ Retail Trade
   ❒ Construction ❒ Accommodation & Food Services ❒ Wholesale Trade
   ❒ Education Services ❒ Arts, Entertainment & Recreation ❒ Forestry
   ❒ Administrative and Support Services ❒ Utilities and Manufacturing
   ❒ Mining ❒ Professional, Scientific & Technical Services
   ❒ Information and Cultural Industries
   ❒ Other - *specify:* _____
   ❒ n/a ❒ d/k ❒ r

   7.1 Do/did you work for government? ❒ yes ❒ no ❒ n/a ❒ d/k ❒ r
   └ ❒ YTG ❒ Municipal ❒ First Nation ❒ Gov't. Corporation
   ❒ d/k ❒ r

8. **In your most recent workplace, what is/was your job?** _____ ❒ d/k ❒ r

9. **Is/was your most recent work:**
   9.1 ❒ Full-time ❒ Part-time ❒ Casual/Auxiliary ❒ d/k ❒ r
   9.2 ❒ Year round ❒ seasonal ❒ d/k ❒ r

10. **In total, how long have you been working?**
    ❒ less than 1 yr ❒ 1 to 2 yrs ❒ 3 to 5 yrs ❒ 5 to 10 yrs ❒ 10 to 20 yrs ❒ 20+ yrs ❒ d/k ❒ r
    10.1 how long have you been working/did you work at your most recent workplace?
    ❒ less than 1 yr ❒ 1 to 2 yrs ❒ 3 to 5 yrs ❒ 5 to 10 yrs ❒ 10 to 20 yrs ❒ 20+ yrs ❒ d/k ❒ r

WORKPLACE PRIORITIES

11. I am going to read a list of 5 possible workplace priorities. I will then ask you to think about your total work experience and tell me generally how important each priority was in the place you worked. I will then ask about your current workplace.

11.1 Looking at your <u>total work experience</u> and using a scale where "1" means "most important" to "5" meaning "least important", please rank how important you think the following priorities have been:

Start

	Ranking
❒ Producing a quality product or providing quality service	_____
❒ Ensuring customers are happy with the service or product they have purchased	_____
❒ A safe workplace	_____
❒ Keeping costs down	_____
❒ Maintaining a high level of production	_____

❒ n/a ❒ d/k ❒ r

11.2 Looking at your <u>most recent workplace only</u>, how would you rank those same priorities:

Start

	Ranking
❒ Producing a quality product or providing quality service	_____
❒ Ensuring customers are happy with the service or product they have purchased	_____
❒ A safe workplace	_____
❒ Keeping costs down	_____
❒ Maintaining a high level of production	_____

❒ n/a ❒ d/k ❒ r

Interview note: if respondent "works on their own", skip to question 12.

Looking at the same items and rating scale, in your most recent workplace how do you think:

11.3 your fellow workers would rank them/would have ranked them?

Start	Ranking
❒ Producing a quality product or providing quality service	_____
❒ Ensuring customers are happy with the service or product they have purchased	_____
❒ A safe workplace	_____
❒ Keeping costs down	_____
❒ Maintaining a high level of production	_____
❒ n/a ❒ d/k ❒ r	

11.4 your immediate supervisor would rank them/would have ranked them?

Start	Ranking
❒ Producing a quality product or providing quality service	_____
❒ Ensuring customers are happy with the service or product they have purchased	_____
❒ A safe workplace	_____
❒ Keeping costs down	_____
❒ Maintaining a high level of production	_____
❒ n/a ❒ d/k ❒ r	

11.5 the management in general would rank them/would have ranked them?

Start	Ranking
❒ Producing a quality product or providing quality service	_____
❒ Ensuring customers are happy with the service or product they have purchased	_____
❒ A safe workplace	_____
❒ Keeping costs down	_____
❒ Maintaining a high level of production	_____
❒ n/a ❒ d/k ❒ r	_____

SAFETY AT YOUR CURRENT OR MOST RECENT WORKPLACE

*Examples of **"built in"** include: emergency shower in work area, emergency lighting, appropriate air exchangers, access to work areas only for qualified employees.*

12. In your opinion, at your most recent workplace is/was safety:

12.1 "built in" to the facilities?

- ❒ no - *skip to question 12.2*
- ❒ yes ❒ n/a ❒ d/k ❒ r
  - **12.1.1 how well do you think it is/was "built in"?** *Check only one answer.*
    - ❒ A lot ❒ Some ❒ A little - mainly added later
    - ❒ none ❒ n/a ❒ d/k ❒ r

***"Planned in"** means that safety is considered as an integral part of: 1) the design of equipment, 2) the development of operating practices and 3) job training - not something that is added on later.*

12.2 "planned in" to the operating practices?

- ❒ no - *skip to question 13*
- ❒ yes ❒ n/a ❒ d/k ❒ r
  - **12.2.1 how well do you think it is/was "planned in"?** *Check only one answer.*
    - ❒ A lot ❒ Some ❒ A little - mainly added later
    - ❒ none ❒ n/a ❒ d/k ❒ r

13. Does/did your workplace have well established, written safety values – sometimes called beliefs and principles? "Written" means readily available in a document, posted on the bulletin board, etc. *Check only one answer.*

- ❒ no
- ❒ n/a ❒ d/k ❒ r
- ❒ yes
  - **Which of the following statements do you think best describes those values:**
    - ❒ We have safety values and they are up-to-date, well understood and have an important influence on safety.
    - ❒ We have safety values and they have some influence on safety.
    - ❒ We have safety values but they are not used much and they have little influence on safety.
    - ❒ n/a ❒ d/k ❒ r

If respondent "works on their own", skip to question 15.

Interviewer note: 1) examples of safety values can include such statements as: Accidents, Injuries & Occupational Illnesses Can be Prevented; Health and Safety Can be Managed; Commitment to Safe Operation is Fundamental to Business Operation; Health and Safety is Everyone's Responsibility; Safe Operations Protects People and Benefits Business Results.

14. To what extent do you think managers at your most recent workplace are/were held accountable for injuries and safety incidents in their areas. ("Manager" includes such titles as supervisor, foreman, superintendent, team leader, etc.)

In your workplace: *Check only one answer.*

- ❒ Managers are/were held fully accountable for preventing injuries and incidents in their area.
- ❒ Managers are/were held accountable for preventing injuries and incidents in their area but safety performance does not generally affect their performance rating and pay.
- ❒ Managers are/were held accountable for injuries and safety incidents but only in a general way.
- ❒ Managers take/took some responsibility for injuries and incidents in their areas; most injuries are attributed to individual error, bad luck or unfortunate circumstances.
- ❒ Injuries and incidents are/were almost always blamed on individual error, bad luck or unfortunate circumstances.
- ❒ n/a ❒ d/k ❒ r

15. To what extent have you received training in safety and occupational health <u>in the last two years</u>. Training includes both 1) formal training courses away from the job and 2) organized on-the-job training. *Check only one answer.*

❒ Extensive training ❒ Considerable training ❒ Some training
❒ Little training ❒ No training ❒ n/a ❒ d/k ❒ r

Communication and Safety at your current or most recent workplace

Interview note: if respondent "works on their own", skip to question 19.

16. Are/were safety meetings held in your workplace?

❒ no - *skip to question 19*
❒ don't know - *skip to question 19*
❒ yes
└ How often? _____ ❒ d/k ❒ r

17. Do/did you attend the safety meetings regularly?

❒ yes ❒ no ❒ d/k ❒ r

18. How do/did you rate the quality and effectiveness of the safety meetings? Please consider 1) how well attended they are/were, 2) the content of the meetings and 3) the extent of involvement of people in developing and conducting them.

❒ Excellent ❒ Good ❒ Satisfactory ❒ Poor ❒ Very poor ❒ d/k ❒ r

19. Please consider the quality of the safety rules in your workplace. High quality rules are up-to-date and clearly written. They are well understood by those doing the work and help them to do the job well and safely.

The quality of your safety rules is/was: *Check only one answer.* ❒ Excellent ❒ Good ❒ Satisfactory
❒ Poor ❒ Very poor ❒ n/a - *skip to question 22.1* ❒ d/k ❒ r

20. To what extent are/were the safety rules of your workplace obeyed? *Check only one answer.*

❒ All safety rules are/were obeyed without exception.
❒ People generally obey/obeyed the safety rules.
❒ The safety rules are/were guidelines, sometimes followed, sometimes not.
❒ The safety rules are/were often not obeyed.
❒ People pay/paid little attention to the safety rules.
❒ n/a ❒ d/k ❒ r

Interview note: if respondent "works on their own", skip to question 22.1.

21. In your opinion how is/was disciplinary action used in your workplace for infractions to safety rules or practices. "Infraction" means breaking a safety rule or not following a standard practice. Disciplinary action refers to the range of actions, from a cautionary conversation or warning through to more severe action such as termination. *Check only one answer.*

❒ Disciplinary action, related to the seriousness of the infraction, is/was taken for all safety infractions.
❒ Disciplinary action is/was taken only for serious safety infractions.
❒ Disciplinary action for safety infractions is/was applied arbitrarily and inconsistently.
❒ Disciplinary action is/was seldom taken for safety infractions.
❒ n/a ❒ d/k ❒ r

22. To what extent are/were injuries, safety incidents (near misses and the like) in your workplace investigated, reported and action taken? *Check only one answer.*

❒ All are/were thoroughly investigated and the recommendations implemented.
❒ Most are/were investigated and most of the recommendations are implemented.
❒ Many of the injuries and incidents are/were investigated and some of the recommendations are implemented.
❒ Only the most serious are/were investigated.
❒ Injuries and incidents are/were not usually investigated.
❒ n/a ❒ d/k ❒ r

22.1 Have you ever taken time off work due to an injury or disability?

❒ yes ❒ no - *skip to question 23* ❒ n/a ❒ d/k ❒ r

└ how much time did you take off?

days ☐☐☐ months ☐☐ ❒ d/k ❒ r

Disability in respect of a worker means a work-related incapacity, including permanent impairment or a worker's death.

22.2 In the past year, have you taken time off work due to an injury or disability?

❒ yes ❒ no ❒ n/a ❒ d/k ❒ r

└ how much time did you take off?

❒ same as above or

days ☐☐☐ months ☐☐ ❒ d/k ❒ r

23. Thank you for your cooperation in completing this survey. Would you like to receive a copy of the survey results?

❒ yes - what is your mailing address? _____

❒ no

_____

_____

_____

24. Do you have any additional comments about safety in the workplace?

❒ yes

❒ no

_____

_____

_____

_____

_____

_____

_____

_____

_____

Yukon
Executive Council Office
Bureau of Statistics

Thank you for your time and cooperation!